

State of Hawaii
Department of Human Services
Social Services Division

Request for Proposals

RFP No. SSD-15-POS-2000

**DOMESTIC VIOLENCE SHELTER AND
TRANSITIONAL HOUSING SERVICES**

STATEWIDE

RFP Posting Date: October 21, 2014

**RFP Proposal Submission Deadline:
November 19, 2014, 4:30 p.m.
Hawaii Standard Time**

NOTE: *It is the Applicant's responsibility to access the Public Procurement Notices for Solicitations for Health and Human Services on the State Procurement Office website or to contact the RFP Contact Person identified in this RFP regarding any subsequently issued addenda for this RFP. The State shall not be responsible for an incomplete proposal submitted as a result of the Applicant's not knowing about issued addenda, including additionally requested information or attachments, regarding this RFP.*

NEIL ABERCROMBIE
GOVERNOR



PATRICIA McMANAMAN
DIRECTOR

BARBARA A. YAMASHITA
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
810 Richards Street, Suite 400
Honolulu, Hawaii 96813

MEMORANDUM

TO: RFP Proposal Applicants

FROM: Mona Maehara, Division Administrator
Social Services Division

SUBJECT: DEPARTMENT OF HUMAN SERVICES (DHS)
SOCIAL SERVICES DIVISION (SSD)
REQUEST FOR PROPOSALS (RFP)

The State of Hawaii, Department of Human Services, Social Services Division, is currently soliciting proposals from qualified Applicants to provide Domestic Violence Shelter and Support Services. The attached Request for Proposals to provide this service, RFP No. SSD-15-POS-2000, is being issued under Hawaii Administrative Rules and Hawaii Revised Statutes Chapter 103F. Please see the following "Proposal Submission Information Sheet" for important proposal submission information.

An RFP Orientation will be held on October 27, 2014, 7:45 a.m. to 10:45 a.m. Hawaii Standard Time (HST). See 1.7 Orientation, Section 1 of this RFP for further information. All prospective Applicants are encouraged to attend the Orientation. For further information about the Orientation, to participate by phone via teleconference, or for special accommodations please contact Ms. Kenwyn Kaahaaina, POS Specialist/RFP Contact Person, at (808) 586-5706 or at kkaahaaina@dhs.hawaii.gov.

For questions regarding this RFP see 1.8 Submission of Questions, Section 1 of this RFP for information on the question and answer process.

Thank you for your interest. The DHS looks forward to receiving and reviewing your proposals.

PROPOSAL SUBMISSION INFORMATION SHEET
PROPOSAL SUBMISSION DEADLINE:
NOVEMBER 19, 2014, 4:30 P.M., HAWAII STANDARD TIME

THE APPLICANT IS REQUIRED TO SUBMIT:

**ONE (1) ELECTRONIC COPY OF THE PROPOSAL IN PORTABLE
DOCUMENT FORMAT (PDF)**

AND

ONE (1) ORIGINAL PRINTED COPY OF THE PROPOSAL.

THE COMPLETE PROPOSAL SUBMISSION SHALL CONSIST OF BOTH THE ELECTRONIC COPY OF THE PROPOSAL IN PORTABLE DOCUMENT FORMAT (PDF) AND THE ORIGINAL PRINTED COPY OF THE PROPOSAL RECEIVED WITHIN SPECIFIED TIMELINES.

A proposal for which either the electronic copy or the printed copy is not received within the established timelines shall be considered incomplete and SHALL NOT BE ACCEPTED for consideration. All submissions shall become the property of the DHS.

1. An electronic copy in PDF shall be submitted by hand delivery and received by **NOVEMBER 19, 2014, 4:30 P.M. HAWAII STANDARD TIME (HST). NO EXCEPTIONS SHALL BE MADE.** HAND DELIVERY is considered the following:
 - a. in person to the DHS office
 - b. by private mail (e.g. FEDEX or UPS)
 - c. by email

If submitted in person to the DHS office or by private mail, the electronic copy in PDF shall be on a UNIVERSAL SERIAL BUS (USB) FLASHDRIVE/THUMBDRIIVE OR A COMPACT DISC (CD) readable by a personal computer system (PCS). The USB or CD shall be received at the drop-off address listed below.

If submitted by email, the electronic copy in PDF shall be sent to the following email address: **ssdposmailbox@dhs.hawaii.gov.**

The Applicant bears the complete responsibility for the submission of the electronic copy of the proposal in PDF including assuring its complete, correctly formatted, and timely submission. The Applicant assumes all risk that proposal submission may not be readable by the DHS.

2. An original printed copy shall be submitted by hand delivery or mail delivery. HAND DELIVERY is considered the following:

- a. in person to the DHS office
- b. by private mail (e.g. FEDEX or UPS)

MAIL DELIVERY is through the United States Postal Service (USPS).

If submitted by hand delivery, the printed copy shall be received by **NOVEMBER 19, 2014, 4:30 P.M. HAWAII STANDARD TIME (HST)** at the drop-off address listed below. NO EXCEPTIONS SHALL BE MADE.

If submitted by mail delivery, the printed copy shall be **POSTMARKED BY THE USPS BY NOVEMBER 19, 2014 AND RECEIVED BY DECEMBER 1, 2014, 4:30 P.M. HAWAII STANDARD TIME (HST)** at the drop-off address listed below. NO EXCEPTIONS SHALL BE MADE.

All hand delivery (in person to the DHS office or by private mail) submissions and mail delivery (USPS) submissions shall be enclosed in a sealed envelope. A cover sheet shall be included in the envelope stating the RFP number, Applicant's name, contents of the envelope, and number of pages of the contents. All hand delivery (by email) submissions shall include an email cover sheet stating the RFP number, Applicant's name, contents of the submission, and number of pages of the submission.

DROP-OFF ADDRESS: (HAND AND MAIL DELIVERY)

**Department of Human Services
Social Services Division
Purchase of Services Unit
810 Richards Street, Suite 400
Honolulu, Hawaii 96813**

EMAIL ADDRESS:

ssdposmailbox@dhs.hawaii.gov

RFP CONTACT PERSON:

Ms. Kenwyn Kaahaaina, POS Specialist
Phone: (808) 586-5706
Email: kkaahaaina@dhs.hawaii.gov

BE ADVISED:

1. Hand delivery attempted after **November 19, 2014, 4:30 p.m. Hawaii Standard Time (HST)** shall not be accepted.
2. Mail delivery received postmarked after **November 19, 2014** or postmarked by **November 19, 2014** but received after **December 1, 2014, 4:30 p.m. Hawaii Standard Time (HST)** shall not be accepted.
3. Dated USPS shipping labels are not considered postmarked.

4. Proposals sent by facsimile (fax) shall **not** be accepted.
5. It is the Applicant's responsibility to access the Public Procurement Notices for Solicitations for Health and Human Services on the State Procurement Office website or to contact the RFP Contact Person identified in this RFP regarding any subsequently issued addenda for this RFP which may include a revision to the proposal submission deadline.

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Section 1

Administrative Overview

Section 1

Administrative Overview

The Applicant is highly encouraged to **read each section of the RFP thoroughly**. While sections such as the Administrative Overview may appear similar among RFPs, State purchasing agencies may add additional information as applicable. It is the responsibility of the Applicant to understand the requirements of this specific RFP.

1.1 Procurement Timetable

Note: The Procurement Timetable represents the State's best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Contract start dates may be subject to the issuance of a Notice to Proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	10/21/2014
Distribution of RFP	10/21/2014
RFP Orientation	10/27/2014
	7:45 a.m. - 10:45 a.m.
Applicants' submission of written questions for written responses deadline	11/5/2014 4:30 p.m.
State purchasing agency's response to Applicants' written questions deadline	11/7/2014
Discussions with Applicants prior to proposal submission (optional)	As needed
Proposal submission deadline	11/19/2014
	4:30 p.m. HST
Discussions with Applicants after proposal submission (optional)	As needed
Final revised proposals deadline (optional)	As needed
Proposal evaluation period	11/20/2014 – 12/1/2014
Provider selection	12/3/2014
Statement of Findings and Decision (Notice of Award)	12/5/2014
Contract start date	1/1/2015

1.2 Website Reference

The State Procurement Office (SPO) website is <http://spo.hawaii.gov/>

For:

Website:

1	Procurement Notices for Solicitations (RFP) website	http://spo3.hawaii.gov/notices/notices
2	Procurement of Health and Human Services	http://hawaii.gov/spo2/health/rfp103f/
3	Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	http://spo.hawaii.gov/references/
4	Standard Contract – General Conditions (AG103F13)	http://hawaii.gov/forms/internal/department-of-the-attorney-general/ag-103f13-1/view
5	Cost Principles	http://spo.hawaii.gov/for-vendors/vendor-guide/methods-of-procurement/health-human-services/competitive-purchase-of-services-procurement-method/cost-principles-table-hrs-chapter-103f-2/
6	Forms	http://spo.hawaii.gov/all-forms/
7	Protest Procedures/Forms	http://spo.hawaii.gov/for-vendors/vendor-guide/protests-for-health-and-human-services/

Non-SPO websites

Note: Website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <https://portal.ehawaii.gov/>

For:

Website:

8	Hawaii Compliance Express (HCE)	https://vendors.ehawaii.gov/hce/splash/welcome.html
9	Department of Taxation	http://tax.hawaii.gov/
10	Department of Commerce and Consumer Affairs, Business Registration	http://cca.hawaii.gov/ Click on “Business Registration”
11	Wages and Labor Law Compliance, HRS §103-055	http://www.capitol.hawaii.gov/hrscurrent/Vol02_Ch0046-0115/HRS0103/HRS_0103-0055.htm
12	Campaign Spending Commission	http://ags.hawaii.gov/campaign/
13	Internal Revenue Service	http://www.irs.gov/

1.3 Authority

This RFP is issued under the provisions of Hawaii Administrative Rules (HAR) and Hawaii Revised Statutes (HRS) Chapter 103F. The Applicant is charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by the Applicant shall constitute admission of such knowledge on the part of the Applicant.

1.4 RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview: Provides the Applicant with an overview of the procurement process.

Section 2, Service Specifications: Provides the Applicant with a general description of the tasks to be performed, delineates the Provider's responsibilities, and defines deliverables, as applicable.

Section 3, Proposal Application Instructions: Describes the required format and content for the proposal Application.

Section 4, Proposal Evaluation: Describes how proposals shall be evaluated by the State purchasing agency.

Section 5, Attachments: Provides the Applicant with information and forms necessary to complete the proposal Application.

1.5 Contracting Office

The Contracting Office is responsible for overseeing the contracts resulting from this RFP including systems operations, fiscal agent operations, and monitoring and assessing the Provider's performance. The Contracting Office is:

Department of Human Services
Social Services Division
Purchase of Services Unit
810 Richards St, Suite 400
Honolulu, Hawaii 96813

1.6 RFP Contact Person

From the release of this RFP until the full execution of the contracts for the awarded Providers, any communication regarding this RFP shall be directed to the sole point-of-contact identified below unless otherwise directed:

Ms. Kenwyn Kaahaaina
Purchase of Services Unit
Phone: (808) 586-5706
Email: kkaahaaina@dhs.hawaii.gov

1.7 Orientation

An RFP Orientation for Applicants regarding this RFP shall be held as follows:

Date:	October 27, 2014	Time:	7:45 a.m. – 10:45 a.m.
Department of Human Services, Benefits, Employment, and Support Services Division (BESSD) Video Conferencing Center (VCC) locations as follows:			
Locations:	Honolulu, Oahu, HI:	Haseko Center, 820 Mililani St., Suite 606	
	Hilo, Hawaii, HI:	Kinoole Shopping Center, 1990 Kinoole St.	

Kona, Hawaii, HI:	Kona Center, 75-5722 Hanama Pl., Suite 1105
Wailuku, Maui, HI:	Waiehu Beach Center, 270 Waiehu Beach Rd., Suite 107
Lihue, Kauai, HI:	Dynasty Court, 4473 Pahee St., Suite G

The Orientation shall be held live at the Honolulu location listed above and via videoconference at the other locations. To attend the Orientation the Applicant shall contact Ms. Kaahaaina at (808) 586-5706 or kkaahaaina@dhs.hawaii.gov as soon as possible and provide their name, agency, telephone number, and email address as well as the number of people planning to attend the meeting.

If the Applicant would like to attend but is unable to participate at one of the video conferencing centers listed above, the Applicant shall contact Ms. Kaahaaina at (808) 586-5706 or kkaahaaina@dhs.hawaii.gov at least two days before the Orientation and provide the same information detailed above to participate via teleconference.

1.8 Submission of Questions

The Applicant is encouraged to submit written questions to Ms. Kaahaaina at kkaahaaina@dhs.hawaii.gov prior to the Orientation. The Applicant shall have the opportunity to ask questions at the Orientation and answers will be provided at the State purchasing agency's discretion. However, answers provided at the Orientation are intended only as general responses and may not fully represent the State purchasing agency's position. To ensure an answer to an oral question from the Orientation, or to a question that arises after the Orientation, the Applicant shall submit the question in writing after the Orientation but no later than the Applicants' submission of written questions deadline. Formal official responses to the Applicants' written questions shall be provided in writing by the State purchasing agency via an addendum to the RFP.

The Applicants' submission of written questions deadline is **November 5, 2014, 12:00 p.m. Hawaii Standard Time.**

The State purchasing agency's response to the Applicants' written questions deadline is **November 7, 2014.**

1.9 Submission of Proposals

A. Forms/Formats

Forms, with the exception of program specific forms, may be found on the SPO website (see 1.2 Website Reference, Section 1 of this RFP). For program specific forms see the Proposal Application Checklist, Section 5 of this RFP.

1. Proposal Application Identification Form (SPOH-200)

This form provides the Applicant's proposal identification.

2. Proposal Application Checklist

This checklist provides the program specific requirements, the reference and location of required forms, and how the proposal components shall be ordered and submitted to the State purchasing agency.

3. Table of Contents

This sample format is meant to be a guide (see Section 5 of this RFP).

4. Proposal Application (SPOH-200A)

This form provides a framework within which the Applicant shall submit comprehensive narratives to address the requirements specified in Proposal Application Instructions, Section 3 of this RFP, including a complete budget.

B. Program specific requirements

See Service Specifications, Section 2 and Proposal Application Instructions, Section 3 of this RFP. For required State and/or federal certifications see Proposal Application Checklist, Section 5 of this RFP.

C. Multiple and alternate proposals

Multiple proposals shall be accepted but alternate proposals shall not be accepted (see Service Specifications, Section 2 of this RFP).

D. Hawaii Compliance Express (HCE)

All Providers shall comply with all laws governing entities doing business in the State. Providers shall register with HCE for on-line compliance verification from the Hawaii State Department of Taxation (DOTAX), Internal Revenue Service (IRS), Department of Labor and Industrial Relations (DLIR), and Department of Commerce and Consumer Affairs (DCCA). There is an annual registration fee for the service (currently \$12.00). The HCE's on-line "Certificate of Vendor Compliance" provides the registered Provider's current compliance status as of the Certificate's issuance date and is accepted for both contracting and final payment purposes. See 1.2 Website References, Section 1 of this RFP for the HCE website address.

1. Tax clearance

Pursuant to HRS §103-53, as a prerequisite to entering into a contract of \$25,000.00 or more the Provider shall be required to have a tax clearance from DOTAX and the IRS. See 1.2 Website References, Section 1 of this RFP for the DOTAX and the IRS website addresses.

2. Labor law compliance

Pursuant to HRS §103-55, the Provider shall be in compliance with all applicable laws of the State and federal governments relating to Payment of Wages, Safety, Workers' Compensation, and Unemployment Compensation. See Section 1, 1.2 Website Reference of this RFP for the DLIR website address.

3. DCCA business registration

Prior to entering into a contract, the owner of any entity doing business in the State, except the owner of a sole proprietorship, charitable organization, unincorporated association, or foreign insurance company, shall be registered and in good standing with the DCCA, Business Registration Division. Also, a foreign insurance company must register with the DCCA, Insurance Division. See 1.2 Website References, Section 1 of this RFP for the DCCA website address.

E. Wages law compliance

By submitting a proposal the Applicant certifies that it is in compliance with HRS §103-55 Wages, Hours, and Working Conditions of Employees of Contractors Performing Services. See 1.2 Website References, Section 1 of this RFP for the DLIR website address.

F. Campaign contributions by State and county providers/contractors

HRS §11-355 prohibits campaign contributions from certain State and county government providers/contractors during the contract term if the providers/contractors are paid with funds appropriated by a legislative body. See 1.2 Website Reference, Section 1 of this RFP for the Campaign Spending Commission website address.

G. Confidential information

If the Applicant believes any portion of a proposal contains information that should be withheld as confidential, the Applicant shall request in writing for non-disclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal. Note: Expenditure/Item costs are not considered confidential and will not be withheld.

H. Proposal Submission

FOR PROPOSAL SUBMISSION INFORMATION REGARDING THIS RFP PLEASE REFER TO THE PROPOSAL SUBMISSION

INFORMATION SHEET AT THE BEGINNING OF THIS RFP.

1.10 Discussion with the Applicant

- A. Prior to the proposal submittal deadline:** Discussion may be conducted with an Applicant to promote understanding of the State purchasing agency's requirements.
- B. After the proposal submittal deadline:** Discussion may be conducted with an Applicant whose proposal is determined to be reasonably susceptible of being selected for award, however, a proposal may be accepted without discussion per HAR §3-143-403.

1.11 Opening of Proposals

Upon the State purchasing agency's receipt of a printed, USB, and/or CD proposal copy at the designated location (including any modifications to and withdrawals of a proposal), a verification of receipt shall be date-stamped and, if possible, time-stamped for the Applicant's and the State purchasing agency's records.

Upon the State purchasing agency's receipt of an emailed proposal copy at the designated location, a verification of receipt shall be emailed to the Applicant as soon as possible after receipt but no later than November 24, 2014, 5:00 p.m. for the Applicant's and the State purchasing agency's records.

All received printed, USB, CD and/or emailed proposal copies shall be secured by the State purchasing agency and not examined for evaluation purposes until after the proposal submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and fully executed.

1.12 Additional Materials and Documentation

Upon request from the State purchasing agency, the Applicant shall submit any additional documentation/materials reasonably required by the State purchasing agency for its evaluation of the proposal.

1.13 RFP Amendments

The State reserves the right to amend this RFP at any time prior to the final revised proposals deadline.

1.14 Final Revised Proposals

If requested of the Applicant, a final revised proposal shall be submitted in the manner and by the date and time specified by the State purchasing agency. If the final revised

proposal is not submitted, the previously submitted proposal shall be the Applicant's final revised proposal. The Applicant shall submit only the section/s of the proposal requiring revision as well as the Proposal Application Identification Form (SPOH-200) (see 1.2 Website Reference, Section 1 of this RFP). After the final revised proposals are received, final evaluations shall be conducted for the contract awards.

1.15 Cancellation of Request for Proposal

This RFP may be canceled and any or all proposals may be rejected, in whole or in part, when it is determined to be in the best interest of the State.

1.16 Costs for Proposal Preparation

Any cost incurred by the Applicant in preparing or submitting a proposal is the Applicant's sole responsibility.

1.17 Provider Participation in Planning

Applicants awarded a contract resulting from this RFP shall be required to participate in the State purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

The Providers' participation in the State purchasing agency's efforts to plan for or to purchase Health and Human Services prior to the release of an RFP, including the sharing of information about community needs, best practices, and the Providers' resources, shall not disqualify the Providers from submitting proposals if conducted in accordance with HAR §3-142-202 and §3-142-203.

1.18 Rejection of Proposals

The State reserves the right to consider only those proposals submitted in accordance with all requirements set forth in this RFP, which comply with the service specifications, and which demonstrate an understanding of the problems involved as acceptable. A proposal offering any other set of terms and/or conditions may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- | | | |
|----|--------------------------------------------|------------------------|
| A. | Inadequate response to RFP | (HAR §3-143-609) |
| B. | Late proposal | (HAR §3-143-603) |
| C. | Applicant not responsible | (HAR §3-143-610(a)(2)) |
| D. | Proposal not responsive | (HAR §3-143-610(a)(1)) |
| E. | Inadequate accounting system | (HAR §3-141-202) |
| F. | Failure to cooperate or deal in good faith | (HAR §3-141-201) |

1.19 Notice of Award

A Statement of Findings and Decision (Notice of Award) shall be provided by mail (USPS) to all responsive and responsible Applicants for the award or non-award of a contract upon completion of the evaluation of all proposals. The Statement shall provide information regarding only the individual Applicant, not all of the Applicants, as well as the name of the Applicant that the contract was awarded to.

Any contract resulting from this RFP is subject to the approval of the State Department of the Attorney General (DAG) as to form and to all further approvals, including the approval of the Director, as required by statute, rule, regulation, order, or other directive. No work is to be undertaken by a Provider awarded a contract prior to the contract start date unless otherwise agreed between the State and the Provider (e.g. via a Notice to Proceed). The State is not liable for any costs incurred prior to the official contract start date without such an agreement.

1.20 Protests

Pursuant to HAR Chapter 148 and HRS §103F-501, an Applicant aggrieved by an award of a contract may file a protest. For the Notice of Protest form (SPOH-801) and related forms see 1.2 Website Reference, Section 1 of this RFP. Only the following matters may be protested:

- A. A State purchasing agency's failure to follow any procedure established by HRS Chapter 103F.
- B. A State purchasing agency's failure to follow any rule established by HRS Chapter 103F.
- C. A State purchasing agency's failure to follow any requirement, procedure, or evaluation criterion in the RFP issued by the State purchasing agency.

The Notice of Protest shall be postmarked by the USPS or hand delivered to: 1) the Head of the State purchasing agency (HOPA) conducting the procurement, and 2) the procurement officer conducting the procurement within five (5) working days of the postmark of the Statement of Findings and Decision (Notice of Award) sent to the Applicant protestor. If delivery services other than the USPS are used they shall be considered hand delivery and the Notice of Protest shall be considered submitted on the date received by the State purchasing agency.

Head of State Purchasing Agency and Procurement Officer
Director of the Department of Human Services
Mailing Address: Department of Human Services P.O. Box 339 Honolulu, Hawaii 96809-0339
Business Address: Department of Human Services 1390 Miller Street, Room 209 Honolulu, Hawaii 96813

1.21 Availability of Funds

The contract award and any allowed extension thereof is subject to allotments made by the State Director of Finance pursuant to HRS Chapter 37 and subject to the availability of State and/or Federal funds.

1.22 General and Special Conditions of Contract

Both General and Special Conditions shall be contractually required (see 1.2 Website Reference, Section 1 and Section 5 of this RFP).

1.23 Cost Principles

To promote uniform purchasing practices among State purchasing agencies procuring Health and Human Services under HRS Chapter 103F, State purchasing agencies shall utilize standard Cost Principles (SPOH-201) (see 1.2 Website Reference, Section 1 of this RFP). The State Cost Principles shall not exempt the Provider from complying with any cost principles under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

2.1 Introduction

A. Overview and purpose

The Department of Human Services (DHS) is seeking proposals to provide services to adults with or without children throughout the State who are survivors of or who have been exposed to domestic violence. The purpose is to provide crisis shelter, transitional housing, and supportive and advocacy services to help prevent future violent incidents from occurring and afford survivors the opportunity to break the cycle of violence in their lives.

More than half of the children whose parents are battered are likely to be physically abused themselves. Whether or not the children are physically abused, they often suffer emotional and psychological trauma from living in homes where a parent is abused. Most experts believe that children who are raised in abusive homes learn that violence is an effective way to resolve conflicts and problems. Ninety percent (90%) of violent criminals were raised in abusive homes.

B. Planning activities conducted in preparation for this RFP

- ☒ Information from funders (legislature, federal agencies, private foundations, etc.) on funding terms and conditions.
- ☐ Information from other state agencies on services to the same target group.
- ☐ Views of service recipients and community advocacy groups on conditions affecting achievement of desired goals.
- ☒ Views of provider organizations on how to improve service specifications; a request for information (RFI) process may have been used for this purpose.
- ☒ Information from POS monitoring and other reports for current contracts.
- ☒ Other data (socio-economic and health trends, waiting lists for services, client satisfaction surveys, etc.).

X A Request for Information (RFI) was posted on the State Procurement Office (SPO)/Procurement Notices System website on December 27, 2013, and an RFI meeting was held on January 8, 2014 to gather information and assist in the development of this RFP.

A second RFI was posted on the SPO website on May 12, 2014 and an RFI meeting was held on May 19, 2014 for further development of this RFP.

A third RFI was posted on the SPO website on September 5, 2014 and an RFI meeting was held on September 15, 2014 for additional development of this RFP.

Planning information may be obtained from Kenwyn Kaahaaina, POS Specialist and RFP contact person, by email at kkaahaaina@dhs.hawaii.gov.

C. Description of the service goals

The service goals of domestic violence shelter, transitional housing, and support services are designed to ensure and promote survivor safety and independence and to strengthen child resilience. The goals and guiding principles include:

1. Survivor and child safety is the overarching goal of the services and interventions. Survivor and child safety and independence shall be enhanced through supports and services.
2. Partnership with the survivor is a critical component to intervention and service delivery.
3. Survivors shall not be burdened with unnecessary services or blamed for the batterer's behavior.
4. Survivors and children shall be encouraged but not mandated to participate in services.
5. The safety of survivors increases the safety for children.
6. Children, whenever appropriate, shall remain together with the survivor. For children, the strongest assurance of healing from trauma is the provision of stability and nurturance.
7. Children shall receive services that support emotional wellbeing and healing from the exposure and impact of domestic violence.
8. Services for children help reduce the possibility of them becoming a survivor or a batterer in the future.

9. Ending violence by batterers increases survivor, child, and community safety.
10. Service activities shall be evidence based or informed/best practice/promising practice.
11. Service activities shall provide clear and attainable goals and objectives for each survivor and child.
12. Service activities shall be age, culturally, and linguistically appropriate, taking into consideration the individual needs, values, and preferences of the survivor and child. Services shall be delivered in a respectful manner and build on the strengths and capacities of each survivor and child.
13. Service activities shall include the cultural and community supports of each survivor and child.

D. Description of the target population to be served

The target population to be served is adults with or without children who are at risk of or who are survivors of domestic violence and require emergency shelter to ensure their safety and/or transitional housing to extend housing services and supports to enable the survivor to achieve stability and independence. This includes female and male survivors with or without children and people who identify as Lesbian, Gay, Bisexual, Transgender and Questioning (LGBTQ). Survivors of family violence may also be served if the program has the capacity to provide services without displacing survivors of domestic violence and their children.

The target population may be referred by Child Welfare Services (CWS), Voluntary Case Management (VCM) Services, or Family Support Services (FSS). Referrals by other agencies and self-referrals shall also be allowed.

For the purposes of this RFP:

1. Domestic violence is a course of conduct or a pattern of assaultive and/or coercive behaviors, including physical, sexual, psychological, and emotional abuses, as well as economic coercion that adults use against their intimate partners to gain power and control in the relationship.
2. Domestic violence is more than the physical assault. The controlling tactics batterers use are reinforced by societal and cultural stereotypes and institutions that overall give more status and power to the batterer. Cultural norms stress the importance of the survivor staying in the relationship regardless of the consequences.

3. Domestic violence is not limited to obvious physical violence. Domestic violence can also mean endangerment, criminal coercion, kidnapping, unlawful imprisonment, trespassing, harassment, and stalking.
4. Domestic violence is present in all ethnic cultures, socio-economic classes, and religions. It is important to understand, however, how beliefs affect a person's perception and reaction to domestic violence and the seeking out and utilization of services.
5. Alcohol abuse, legal/illegal drug abuse, and mental illness can be co-morbid with domestic violence and present additional challenges in its elimination.
6. Family violence is any act or threatened act of violence that results or threatens to result in physical injury and is committed by a person who is related by blood, is or was related by marriage, or is or was otherwise legally related.

E. Geographic coverage of service

Services shall be provided statewide to the geographic areas listed below. The Provider shall be responsible for provision of the full range of services throughout the contracted area/s.

1. East Hawaii
2. West Hawaii
3. Kauai
4. Lanai and Maui
5. Molokai
6. Central Oahu
7. Leeward Oahu
8. Windward Oahu

For the purposes of this RFP, the geographic areas on Hawaii and Oahu are further defined as:

Hawaii:

1. East Hawaii: Honoka'a to Na'alehu, including Volcano and Pahala.
2. West Hawaii: Kapa'au, Hawi, Kohala, Waimea, Kamuela, Waikoloa, Kailua-Kona, Keauhou, Kealahou, Captain Cook, Honaunau, Ka'u, and Ocean View.

Oahu:

1. Central Oahu: Hawaii Kai to Kalihi, Salt Lake to Pearl City, Waipio, Mililani, Whitmore, Wahiawa, and Schofield.
2. Leeward Oahu: Waipahu, Ewa, Makakilo, and Kapolei to Makaha.
3. Windward Oahu: Waimanalo to Waialua.

The Applicant may propose to service one or more of the areas listed. The Applicant shall submit separate and detailed program information for each area that the Applicant proposes to service considering factors such as the area's population and needs, the proposed program's capacity, available community services and resources, and the Applicant's ability to collaborate in the area. A separate budget shall also be submitted for each proposed area. Multiple contracts may be awarded to one Applicant.

See Section 4 of this RFP for the criteria that will be used to evaluate the Applicant's ability to meet the needs of a geographic area.

During the fiscal year, a Provider may accept referrals from outside their geographic area if their own services are underutilized and referrals to other geographic areas exceed capacity. A Provider may also accept a referral outside their geographic area if it is determined that it would be advantageous to the survivor and children. Documentation of these exceptions shall be maintained in the client files.

F. Period of availability, probable funding amounts, and sources

The contracts shall be awarded for an initial term of one and a half (1.5) years with the possibility of one (1) extension for two (2) years thereafter, subject to the availability of State and federal funds and the satisfactory performance of services by the Provider as determined by the DHS. The maximum contract term shall not exceed three and a half (3.5) years, January 1, 2015, through June 30, 2018.

Funding is anticipated to be \$2,992,228 total per year, allocated as follows:

<i>Geographic Areas</i>	<i>SFY 2015</i>
East Hawaii	\$340,000
West Hawaii	\$340,000
Kauai	\$312,000
Lanai and Maui	\$444,964
Molokai	\$178,000
Oahu	\$1,377,264

Funding increases and decreases shall also be subject to the availability of funds, service needs (e.g. changes in the geographic location's needs, utilization

increases/decreases, or scope of service changes), and satisfactory performance as determined by the DHS.

Funding for any given year or for the contract as a whole may increase up to 300% of the original amount without being considered a fundamental change per Hawaii Administrative Rules (HAR) §3-149-303(d).

2.2 Contract Monitoring and Evaluation

The criteria by which the performance of the contract shall be monitored and evaluated are:

- A. Quality of Care/Quality of Services**
- B. Output Measures**
- C. Performance/Outcome Measures**
- D. Financial Management**
- E. Administrative Requirements**

2.3 General Requirements

- A. Specific qualifications or requirements, including, but not limited to, licensure or accreditation**

The Provider shall be responsible for complying with the following requirements. The Provider shall also be responsible for complying with the General and Special Conditions which include further requirements of this contract (see Section 5 of this RFP).

1. The Provider shall provide services in concurrence with Hawaii Revised Statutes (HRS) Chapters 346, 350, and 587; HAR; Code of Federal Regulations, Title 45 – Public Welfare, Part 1340 – Child Abuse and Neglect Prevention and Treatment (45 CFR 1340); and DHS policies and procedures.
2. The Provider shall be a private non-profit organization.
3. The Provider shall be qualified and, as applicable, certified, licensed, and/or accredited to perform the services solicited in this RFP.

The Applicant's proposal shall, as applicable, include written verification of current certification, active licensure, and/or current accreditation from the applicable certifying, licensing, and/or accrediting entity for any health or human service requiring certification, licensure, and/or accreditation to perform the services solicited in this RFP; this shall be subject to verification by the DHS.

If the Applicant's proposal does not include the required verifications it shall be rejected and not evaluated.

4. The Provider shall not impose any income eligibility standard on survivors and families as a basis for receiving services provided through this contract.
5. Disagreements may occur between the Provider and the DHS regarding various issues (e.g. the performance of service activities within contracted specifications). The DHS shall make every effort to resolve these disagreements in a manner acceptable to both parties. However, if a disagreement is unable to be resolved acceptably to both parties after significant communication between them has occurred, the DHS shall prevail. If the Provider fails to comply with the DHS' directive, it could be deemed cause for corrective action and/or potential contractual remedies, including contract termination.
6. The contract shall be modified, if necessary, to comply with changes in State or federal statutes or rules and/or the requirements of applicable funding sources. In this event, the DHS shall notify the Provider in writing about the necessity of the change/s and what the proposed change/s will be. The Provider shall have the opportunity to discuss the change/s prior to its/their implementation.
7. The Provider shall participate in quality assurance/improvement projects as requested by the DHS for research and evaluation purposes. Such activities shall include one Child and Family Service Review (CFSR) per year/per qualified staff as requested and arranged by the DHS. Qualifications of the Provider's staff to participate in the CFSR shall be determined by the DHS. Other quality assurance/improvement activities shall include data collection and other future requests related to current DHS initiatives, activities, and programs. The Provider shall be requested to provide records for review by the DHS for these purposes.

B. Secondary purchaser participation
(Refer to HAR §3-143-608)

After-the-fact secondary purchases shall be allowed.

Planned secondary purchases shall not be allowed.

C. Multiple or alternate proposals
(Refer to HAR §3-143-605)

Multiple proposals shall be allowed.

Alternate proposals shall not be allowed.

D. Single or multiple contracts to be awarded
(Refer to HAR §3-143-206)

☐ Single ☐ Multiple ☒ Single & Multiple

The highest scoring Applicants may be awarded multiple contracts. Multiple contracts may be awarded to one Applicant for any combination of geographic areas specified above if the State determines that it will be more advantageous in terms of cost effectiveness (output and outcomes per funding).

Per HAR §3-143-611, the DHS may partially reject any proposal or combination of proposals and request a proposal modification to be done that is in the best interest of the State.

E. Single or multi-term contracts to be awarded
(Refer to HAR §3-149-302)

☐ Single term (2 years or less) ☒ Multi-term (more than 2 years)

Initial contract term:

One and a half (1.5) years, January 1, 2015 through June 30, 2016.

The initial term shall commence on the contract start date or Notice to Proceed date, whichever is later.

Number of possible extensions: One (1) extension

Length of extensions: Two (2) years

Maximum contract term:

Three and a half (3.5) years, January 1, 2015 through June 30, 2018, subject to the Option to Extend provision of the contract (see #17, Special Conditions, Section 5 of this RFP).

Conditions for extension:

1. Ongoing need for the service as determined by the State.
2. Availability of funding.
3. Acceptable utilization as determined by the State.
4. Satisfactory performance as determined by the State.
5. Satisfactory compliance with the terms and conditions of the contract as determined by the State.
6. Must be in writing, shall allow 30 calendar days for consideration and approval, and shall be executed prior to the contract expiration date.

F. Subcontracting
(Refer to #3.2 General Conditions, Section 5 of this RFP)

Subcontracting shall be allowed with prior written approval from the DHS.

2.4 Scope of Work

The scope of work includes all of the following tasks and responsibilities, particularly those described in Section 2.4.A. The Applicant, at minimum, shall propose to provide shelter and support services. Additionally, the Applicant may also propose to provide transitional housing and support services. See Section 4 of this RFP for the criteria that will be used to evaluate the proposal.

A. Service Activities and Service Delivery

The Provider shall utilize a trauma informed approach when providing support and advocacy services to survivors and children, which means attending to their emotional as well as physical safety. The Provider shall facilitate survivors' increased access to physical safety, economic resources, and legal protections. The Provider shall also assist survivors in strengthening their psychological ability to deal with the multiple and complex issues they face in accessing safety, recovering from the traumatic effects of domestic violence and other abuse, and rebuilding their lives. The Provider shall provide services in an environment that is welcoming, inclusive, de-stigmatizing, and non-re-traumatizing.

Services shall be provided to female and male survivors and their children of any age, including those who identify as LGBTQ, have Limited English Proficiency (LEP), and/or have physical limitations. Services shall be culturally and linguistically appropriate.

The Provider shall use gender neutral language in its program and prohibit harassment and discrimination of survivors and children based on gender, gender identity or expression, and sexual orientation. The Provider shall train their staff to prevent harassment and bullying in all forms and to respond appropriately to situations if they arise.

The Provider shall assure and be responsible for the continuity of services in the event of staff illness, medical emergencies, vacancies, or other situations that result in reduced program resources that are less than contracted.

The Provider shall make every reasonable effort to assure flexibility within the framework of the service activities available to survivors and children. The Provider shall also be reasonably flexible in the times service activities are scheduled, such as in the evenings or on weekends, so as to accommodate survivors' work schedules.

The Applicant shall describe how shelter, support, and advocacy services will be provided to female and male survivors and their children of any age, including those who identify as LGBTQ, have Limited English Proficiency (LEP), and/or

have physical limitations. The description shall include how LEP survivors who decline interpreter services but do not demonstrate adequate understanding of English shall be identified and how language appropriate services shall then be provided.

The Applicant shall describe its policies and procedures to assure continuity of services and flexibility of service provision. The Applicant shall provide a sample schedule of service activities that allows for reasonable flexibility.

The Applicant shall describe how a trauma informed approach will be used in their overall delivery of the spectrum of shelter support and advocacy services detailed below:

1. 24-hour Hotline

The telephone Hotline shall be available 24 hours a day, seven (7) days a week. Trained staff shall provide survivors and children with crisis assistance, information and referral, screening, and preliminary assessment for intake into the shelter program.

The Provider shall screen and assess the appropriateness of the survivors and children for its services as determined by the service specifications and its agency policies. Documentation of screening and preliminary assessment for intake shall be maintained in the client file.

The Applicant shall describe its Hotline procedures and its process for responding to callers with LEP or physical limitations.

2. Emergency Shelter

- a. The emergency shelter shall be open 24 hours a day, seven (7) days a week. Trained staff, awake and available, shall assist survivors and children with shelter, food, safety, and other essentials for up to 120 days. Staff shall assist with/facilitate transportation to the shelter for admission and provide crisis assistance, information and referral, intake, assessment, service and safety planning, and discharge planning services. Documentation of intake, assessment, service and safety plans, and discharge plan shall be maintained in the client file. Referrals for services to other agencies/resources as well as service coordination with other Providers/agencies/resources shall also be recorded in the client file.

The Applicant shall describe its procedures for intake, assessment, service and safety planning, and discharge planning services, including its assessment process and assessment tools for survivors and children, its safety planning for survivors and children, and its process for

servicing clients who identify as LGBTQ, have LEP, and/or have physical limitations.

- b. Upon the survivors' and children's intake into the shelter, the staff shall record in the client file the following minimal information:
 - 1) The survivor's name, birthdate, gender, race/ethnicity, address, and marital status.
 - 2) The children's names, birthdates, gender, race/ethnicities, and addresses.
 - 3) The reason for intake.
 - 4) The language/s spoken and any LEP issues.
 - 5) Any physical injury.
 - 6) Any medical attention needed and/or provided.
 - 7) Any physical and/or mental condition or special needs that may impact the services offered to the survivors and children.
- c. Survivors shall be given written information upon intake which:
 - 1) Describes the program services offered.
 - 2) Provides information about available community resources.
 - 3) Describes the expectations for cooperative living in the shelter, which are designed to enhance communal living and reduce conflict and trauma.
 - 4) Explains how to communicate problems/complaints/concerns.

The Applicant shall submit the written information which will be given to the survivors.

- d. The Provider shall establish and implement policies and procedures to address the safety issues for the shelter, including:
 - 1) Confidentiality of the shelter location.
 - 2) Handling of client phone calls.
 - 3) Possession of non-prescription and prescription medication, alcohol, and weapons.
 - 4) Client medication storage (medication shall be kept in a locked storage container or cabinet within a room that is also locked).
 - 5) Dispensing/administering of medication (staff shall not dispense nor administer medication but shall allow survivors to take their own medication and to administer their children's medication in the presence of staff, as appropriate).
 - 6) Facilitating arrangements for more appropriate accommodations for survivors and children who:
 - i. Present a danger to self or others.
 - ii. Refuse to comply with shelter rules governing the safety of survivors and children and staff.
 - 7) Conflict resolution between survivors and between survivors and staff.
 - 8) Disaster preparedness.
 - 9) Emergency and temporary shelter closure.
 - 10) Facility maintenance and servicing by outside companies.

The Applicant shall provide its policies and procedures for addressing the safety issues for the shelter.

- e. The Provider shall have at least one staff currently certified in First Aid and Cardiopulmonary Resuscitation (CPR) on shift at the shelter at all times.
 - 1) Verification of current certifications shall be maintained and updated in the staff personnel file.
- f. The Provider shall enforce a no-turn away policy if survivors and children meet the screening and preliminary assessment criteria for intake.

The Provider may collaborate with other shelter facilities or arrange for alternative housing when capacity is reached or when cooperative living in the shelter is not in the best interest of the survivor and/or children, provided that comparable support services are also made available.

The Applicant shall describe the procedures it will implement to ensure that appropriate shelter and support services are available to all survivors and children who meet the screening and preliminary assessment criteria for intake, including steps to collaborate with and/or transfer survivors and children to or from other shelters, as necessary.

- g. If a survivor needs more than 90 days of service, an extension request shall be submitted to the DHS in writing via email at least two (2) weeks prior to the end of the 90 days, if possible. The request shall include the Client Eligibility List (CEL) identification number or initials of the survivor and children, a brief summary about why they are in shelter and their current situation, why more time is needed, what steps have been taken to address the situation, and approximately how much more time is needed to resolve the situation. The DHS shall respond to the request in writing via email asking for additional information or approving or disapproving the request. If the DHS does not respond before the 90 day period expires, the shelter program shall not discharge the survivor and children. The survivor and children shall continue to reside in the shelter under a conditional approval of the extension request pending the final response of the DHS regarding the request.
- h. The Applicant may include a proposal for the limited use of emergency alternative accommodations outside of the shelter facility. Accommodation facilities shall be in compliance with applicable local, State, and federal building, fire, safety, and health codes relating to construction, sanitation, and building maintenance. The proposal shall include:
 - 1) Criteria for the use of emergency alternative accommodations
 - 2) Type and location of accommodations

- 3) Estimated daily cost
- 4) Projected length of stay
- 5) How safety and support services will be provided

3. Individual services for survivors

Trained staff shall provide individual services to survivors, including:

- a. Case management, including assessment of the survivor's individual and specific circumstances, problems, and needs as well as overall coordination of services.
- b. Goal setting, including service and safety planning with staff facilitation. The service plan shall include a summary of services needed by the survivor and available within the shelter and the community. Copies of the service and safety plans shall be provided to the survivor in a manner that supports client safety, and copies shall also be maintained in the client file.

The DHS recognizes that shelter residents are voluntary participants in the shelter program. However, if a family is active with CWS, the Provider shall provide services according to, and consistent with, the DHS Service Plan, including its goals and objectives, to the best of the Provider's ability. The DHS, the family, and the Provider shall work as collaboratively as possible to develop and address the Service Plan.

If the Provider is unable to obtain a copy of the DHS Service Plan, the attempts made to obtain it as well as any verbal or written information from the DHS regarding the client's needs and/or service goals and objectives shall be documented in the client file.

- c. Information and referrals, including assistance with obtaining housing, financial, and employment assistance under State and federal programs, legal services, access to culturally relevant community-based support programs, and other services as needed.
- d. Advocacy, as needed.
- e. Discharge planning, including transitional plans to more stable housing, logistical planning for continued access to any services engaged in while in the shelter, including financial and employment, health/mental health, legal/advocacy, and other services, and review of the safety plan.
- f. Assisting the survivor in developing their understanding about the traumatic effects of abuse and how that could impact how they access safety and process information.
- g. Referral to the Crime Victim's Compensation Commission for possible compensation for unreimbursed expenses associated with the domestic violence or other related crime, as appropriate.

The Applicant shall describe its processes for survivors regarding providing information and referrals, advocacy, and assisting the survivor in understanding the traumatic effects of abuse and its impact on accessing safety and processing information. The Applicant shall also describe its referral process to the Crime Victim's Compensation Commission.

4. Group sessions for survivors

Trained staff shall provide group sessions for survivors as follows:

- a. Groups shall be held a minimum of once a week, with additional evening sessions for working survivors, as necessary.
- b. Group participation shall be encouraged but not required.
- c. Group curriculum shall be drawn from evidence-based interventions to the extent possible, such as "Seeking Safety" by Lisa M. Najavits or Stephanie Covington's trauma curriculum. Topics shall include, but not be limited to:
 - 1) Power and control.
 - 2) The cycle and dynamics of abuse.
 - 3) Styles of communication.
 - 4) Coping with stress and anger.
 - 5) Improving survivor self-esteem and self-care.
 - 6) Adult relationships with other adults and adult relationships with children.
 - 7) Effects of abuse and/or exposure to domestic violence on children.
 - 8) Healthy child development.
 - 9) How to support children through their trauma.
- d. Individual sessions may be held for a survivor in lieu of group sessions when a shelter does not have sufficient survivors to convene a group or it is determined to be in the best interest of the survivor. Documentation of these exceptions shall be maintained in the client files.
- e. A record of group sessions the survivor has participated in, including dates of attendance and topics of discussions, shall be maintained in the client file. Documentation shall also include the reasons for non-attendance and efforts to engage the survivor in group services.

The Applicant shall describe its survivor group services as well as the specific curriculum used and its basic principles.

5. Services for children

All children exposed to domestic violence may not develop trauma or trauma symptoms; however, all children who are exposed to domestic violence are at increased risk for further incidences of violence.

Service delivery for children exposed to domestic violence shall be trauma informed, safety-focused, strengths based, age and developmentally appropriate, and culturally appropriate. Domestic violence intervention services shall assist children who have experienced/are experiencing domestic violence in their homes to strengthen resilience by reducing risk factors and increasing protective factors such as building competence/self-esteem, strengthening the relationship and bond between survivors and children, and promoting pro-social activities in the school and community.

Trained staff shall provide services for children, including:

- a. Assessment of the child to determine what interventions, if any, are necessary and appropriate.
- b. Safety planning with the survivor, children age four and older, unless there is documentation that the child does not have the capacity to understand or participate in developing the plan, and staff facilitation. Safety planning for children under four and for children four and older who do not have the capacity to understand or participate in developing a safety plan shall be completed with the survivor and staff facilitation. A copy of the safety plan shall be provided to the family in a manner that supports client safety, and a copy shall also be maintained in the client file.
- c. Individual sessions shall be held a minimum of once a week, as appropriate.
- d. Individual sessions may be held when a shelter does not have sufficient or appropriate children to convene a group session.
- e. Individual and group sessions participation shall be encouraged but not required.
- f. A record of individual and group sessions a child has participated in, including dates of attendance and topics of discussions, shall be maintained in the client files.
- g. Topics to be covered in individual and group sessions shall include, but not be limited to:
 - 1) Domestic violence is not the child's responsibility.
 - 2) The physiological (e.g., agitation, hyper-vigilance, or nervousness) and emotional effects of trauma and what the child can do to deal with them.
 - 3) The meaning of safety planning and what the child can do to be safe.
 - 4) The importance of positive social interactions with peers and others and what the child can do to develop and maintain them.
 - 5) The importance of sharing feelings, needs, and experiences with others and what the child can do to improve their communication.

The Applicant shall describe its processes for children's individual and group sessions.

6. Coordination of services

The Provider shall have the ability to collaborate with other public and private agencies that provide appropriate services and supports to help meet the needs of survivors and children. This includes, but is not limited to, other domestic violence shelters, survivor service providers, financial assistance programs, housing assistance programs, health/mental health service providers, batterer intervention programs, and domestic violence coalitions and task forces.

The Provider shall assure, to the extent possible, that services are available to the survivors and children within the geographic area in which the shelter is located.

The Applicant shall describe its collaboration efforts with other agencies and detail its process for service coordination for survivors and children.

7. Referrals for survivors and children to health/mental health care services shall be facilitated, as appropriate. If there is a cost for the service, the survivor's medical insurance, if applicable, or other resources shall be explored to assist in paying for the service. The staff shall assist the survivor in understanding what kind of medical insurance the proposed health/mental health care provider accepts and what the survivor's medical insurance covers by facilitating the survivor's contact with their health/mental health and medical insurance providers, as needed.

8. Follow-up services shall be provided as agreed upon by the Provider and the survivor and child. Outreach services shall be provided if staffing and time permit. Transportation for current/former shelter and outreach survivors and children to access community, follow-up, and outreach services shall be provided if staffing and time permit.

- a. Follow-up services includes individual or group services at the shelter for former shelter residents as part of a service plan developed upon their discharge from the shelter.
- b. Outreach services includes crisis assistance, information/referral, needs assessment, and safety planning for survivors and children not residing in the shelter.

The Applicant shall describe its process and procedures for providing follow-up and outreach services to survivors and children not residing in the shelter.

9. The shelter shall:

- a. Offer daily program activities with emphasis on the survivors' and children's physical and intellectual needs.
- b. Provide socialization activities to nurture self-esteem and independence, including:
 - 1) Personal hygiene and grooming
 - 2) Health and wellness activities
 - 3) Development of social skills
 - 4) Orientation to community resources
 - 5) Recreation
 - 6) Broadening of living experiences
- c. Develop reasonable and flexible house rules.

The Applicant shall submit a copy of their house rules.

- d. Maintain a record of reportable incidents involving survivors and children and forward a copy of the following reports to the DHS:
 - 1) Serious incidents threatening/affecting health and safety of survivors and/or children
 - 2) Grievances and service complaints
- e. Facilitate the DHS' access to client files for review upon the client filing a service complaint.

10. Transitional Housing

Transitional housing services shall provide interim housing and support services to enable the survivor, with or without children, to achieve permanent housing, stability, and independence.

- a. The Applicant shall describe their transitional housing services, including:
 - 1) Eligibility criteria
 - 2) Housing model, such as, but not limited to:
 - a) Scattered site: subsidized rentals in the community
 - b) Clustered site: units in a facility owned/rented by the Provider
 - c) Communal living: rooms in a facility owned/rented by the Provider with common areas, such as a living room, kitchen, and dining room.
 - 3) Duration of services
 - 4) Projected capacity
 - 5) Structure of rental payments by the survivor, if any
 - 6) Safety and security measures, including house rules
- b. Support services available to shelter residents, as detailed above, shall also be made available to transitional housing residents, as appropriate.

The Applicant shall describe how support services shall be provided.

11. The Provider shall ensure appropriate service transitions for survivors and children to other Providers/agencies, as necessary, when the contract ends.
12. The Provider shall participate in educating and training the community about domestic violence and services related to survivors and children. Presentations shall be culturally sensitive to the various ethnicities/cultures within the community.

The Applicant shall demonstrate their knowledge and understanding of the primary services available in the geographic area/community they propose to service as well as detail the cultural approach they will use in their presentations.

B. Administrative/Management Requirements

1. Experience

- a. The Applicant shall submit a verifiable history of a minimum of two (2) years within the most recent five (5) years of experience with contracts or projects providing shelter and support services and working with survivors and children.
- b. The Applicant shall have demonstrated and documented knowledge, skills, capacity, and competence to perform the required services.

2. Personnel

The Provider shall ensure that staff, volunteers, and contracted personnel meet the education, work experience, and training qualifications necessary to provide the contracted service activities.

The recruitment of staff from the specifically contracted geographic area/s is preferred.

The Applicant shall submit:

- a. An organization-wide chart showing where the proposed program fits within the Applicant's agency.
- b. A program-specific chart showing each staff position in the program, including title, full-time equivalency (FTE) to the Applicant's agency and the program, and the lines of authority/supervision.
- c. A position description specifying the education, work experience, and training qualifications as well as the work requirements for each staff position in the program.
- d. A staffing pattern, including staff to client ratios.

The Provider shall assure that:

- a. Staff, volunteers, and contracted personnel are at least 18 years old.
- b. A system is in place to ensure compliance with:
 - 1) Affirmative action standards
 - 2) Equal opportunity employment standards
- c. Staff, volunteers, and contracted personnel demonstrate willingness to work with others, including clients coping with multiple issues.
- d. Volunteers shall be under the control and direction of the Provider even though they are not paid staff or contracted personnel.
- e. Supervision over program activities and staff, volunteers, and contracted personnel shall be provided by an individual with at minimum a Bachelors degree in social work, psychology, or any relevant behavioral health field and at least two (2) years of work experience in the domestic violence or related field. Supervision shall include, but not be limited to, periodic observation of service delivery, case reviews, individual staff, volunteer, and contract personnel supervision, and ongoing evaluation of program effectiveness and outcome measures.

The Applicant shall describe its supervision activities.

- f. Staff, volunteers, and contracted personnel who provide for the physical and emotional needs of shelter residents and who advocate on their behalf shall have at minimum a high school diploma or equivalent and two (2) years of work experience in the domestic violence field or with a related target group.
- g. Staff, volunteers, and contracted personnel who work in a specific children's program shall have at minimum a high school diploma or equivalent and two (2) years of experience working with children, knowledge of child development, and knowledge of domestic violence and its effect on children.
- h. Verification of education and work experience shall be maintained in the staff, volunteers, and contracted personnel files.
- i. If a job applicant does not meet the education, work experience, and/or training qualifications for a specific position and the Provider still recommends hiring the applicant, a request for a waiver of the qualifications shall be submitted to the DHS in writing via email. The request shall include the name of the applicant, the applicant's qualifications and specific circumstances, the reasons why the Provider is requesting the waiver, and the plan to be implemented, if necessary, if the applicant were to be hired. The DHS shall respond in writing via email asking for more information or approving or disapproving the waiver, including any conditions, such as the proposed plan to be implemented, that need to be met before the applicant can be hired.
- j. The Provider shall conduct an initial criminal history record check,

CWS Central Registry Check, and sex offender check for all staff, volunteers, and contracted personnel job applicants who will be working under the contract, especially those providing shelter and support services, which necessitates close proximity to the survivors and children.

The Provider shall search www.ecrim.hawaii.gov/ahewa/ (Adult Criminal Conviction Information System, Hawaii Criminal Justice Data Center), submit an application for a CWS Central Registry Check, and search www.nsopr.gov (National Sex Offender Registry) prior to hiring staff, volunteers, or contracted personnel or at the outset of the contract period (if not previously conducted).

All three checks shall be completed again one year after hire and again every two (2) years thereafter.

- 1) Conditional employment in a non-direct service position may be offered for a period not to exceed 30 days pending the receipt of the results of the criminal history record check and the CWS Central Registry Check.
 - 2) The Provider shall have an established procedure to address any criminal conviction results or CWS child abuse/neglect (CA/N) history results with the applicant. If after such results have been received and the Provider has discussed the results with the applicant and still recommends hiring the applicant, a request for a waiver shall be submitted to the DHS in writing via email. The request shall include the name of the applicant, the applicant's qualifications and the circumstances regarding the results, the reasons why the Provider is requesting the waiver, including the basis for the determination that such criminal conviction or CA/N history does not pose a risk to the health, safety, or wellbeing of the survivors and children, and any probationary plan to be implemented if the applicant were to be hired. The DHS shall respond in writing via email asking for more information or approving or disapproving the waiver, including any conditions, such as the proposed probationary plan to be implemented, that need to be met before the applicant can be hired.
 - 3) The results of the criminal history record check, CWS Central Registry Check, and sex offender check shall be maintained and updated in the staff, volunteers, and contracted personnel file.
 - 4) See "CRIMINAL HISTORY RECORD CHECK STANDARDS and PROTECTIVE SERVICES CENTRAL REGISTRY CHECK STANDARDS (Revised 4/18/13)", Section 5 of this RFP.
- k. The Provider shall assure that all staff, volunteers, and contracted personnel job applicants complete an initial tuberculosis test prior to hiring or have documentation of a negative test result within one year

of the date of hire. All staff, volunteers, and contracted personnel shall complete a tuberculosis test annually thereafter.

- 1) A tuberculosis test shall consist of either a skin test, a chest X-ray, or a certificate of tuberculosis examination issued by the Department of Health (DOH) or a practitioner approved by the DOH in accordance with HAR §11-164-2.
- 2) The Provider shall have a procedure to address any positive results from the tuberculosis test with the applicant.
- 3) The results of the tuberculosis test shall be maintained and updated in the staff, volunteers, and contracted personnel file.

3. Training plan

The Applicant shall submit a training plan for staff, volunteers, and contracted personnel who have direct contact with clients. The training plan shall identify how training will be structured and provided. The following trainings are required:

- a. Initial training: A minimum of 25 hours of training, at least 15 hours of which are specific to domestic violence, shall be completed before staff, volunteers, and contracted personnel may provide direct services to clients without direct supervision. At minimum this shall include:
 - 1) Agency orientation, including, but not limited to, policy and procedures addressing:
 - a) Hotline/crisis calls
 - b) Screening, intake, and assessment
 - c) Service and safety planning
 - d) Discharge planning
 - d) Documentation requirements
 - f) Confidentiality and ethics
 - g) Security and safety provisions
 - h) Emergency response
 - i) Disaster preparedness
 - 2) Community resources available to support client safety, independence, and wellbeing, such as, but not limited to, housing resources, financial/employment resources, health/mental health services, and legal/advocacy services.
 - 3) Supports and services offered by the DHS Benefit, Employment & Support Services Division (BESSD) and how to access them (e.g. financial assistance (TANF/TAONF), food assistance (SNAP), medical coverage (MedQUEST), employment assistance (First-to-Work, E & T), child care assistance, and housing assistance).
 - 4) Overview of CWS, VCM Services, and FSS.
 - 5) Mandatory reporting of child abuse and/or neglect.
 - 6) Child development and the impact of domestic violence on children.

- 7) Trauma informed care.
 - 8) Domestic violence specific training such as, but not limited to:
 - a) the dynamics of domestic violence
 - b) dating violence
 - c) crisis intervention
 - d) safety planning
 - b. Annual training: A minimum of 12 hours of relevant training shall be completed each year after the first year of employment.
 - c. A training record shall be maintained and updated in the staff, volunteers, and contracted personnel file.
4. The Provider shall have a process for hearing and resolving grievances of staff, volunteers, and contracted personnel.

The Applicant shall submit a copy of their grievance process.

5. Client files
- a. Client files shall be maintained for survivors served by the program during the time the survivor is receiving services.
 - b. Children's information shall be kept in the associated survivor's client file.
 - c. Client files shall be kept strictly confidential.
 - d. The Provider shall keep client files for six (6) years after the last date of service.
6. Reporting requirements for program and fiscal data
- a. Required program reports:
 - 1) The monthly Client Eligibility List (CEL) and Quarterly Activity Report (QAR) shall be submitted in a format specified by the DHS. The Provider shall report on the clients served and summarize the program activities completed during the reporting period. The data reported shall include individual information about the clients as well as the number of clients served, the number of service units completed, the accomplishments of program objectives and outcomes, the problems encountered, any program recommendations, and proposed future activities. The QAR shall also document any staffing changes.
 - 2) The CEL shall be submitted via email by the 15th of the month following the reporting period in the format provided by the DHS.

The QAR shall be submitted by the last day of the month following the reporting period.

 - 3) Grace periods and bed holds shall not be counted as bed days since the client will not be in the shelter during those times.

- 4) Non-shelter services shall be reported as separate service activities.
- b. Required fiscal reports:
 - 1) The annual Budget and monthly Expenditure Report shall be submitted in a format specified by the DHS. The Provider shall summarize the fiscal expenditures incurred during the reporting period. The data reported shall include the expenditures from program income, contract revenues received, total expenditures of contract funds, and any collections. The reports shall list other sources of funding used for the contract, the amounts, and how they were expended. The reports shall also document all staff that work under the contract.
 - 2) The annual Budget shall be due as requested by the DHS but prior to the start of the fiscal year.

The Expenditure Report shall be submitted by the 15th of the month following the reporting period.

- c. See Attachments, Section 5 of this RFP for samples of the program and fiscal reports.

7. Output and Performance and Outcome Measurements

- a. The Provider shall maintain the capacity to deliver services throughout the contract term as specified in Performance Measurement Forms A, B, and C, Section 2 of this RFP.
- b. The effectiveness of the contract shall be evaluated according to the utilization of the services, the number of service activities provided, and the outcomes achieved.
- c. Unless otherwise agreed to in writing, the number of clients to be served and the number of service activities to be provided shall change in proportion to any funding changes.

8. Quality assurance and evaluation specifications

- a. The Provider shall maintain throughout the contract term a system of self-appraisal for evaluating the performance quality and effectiveness of the services provided by its program.
- b. The evaluation process shall use credible and tested measurement tools or instruments.
- c. The Provider shall collect data on the impact of services on the survivors' and children's lives, including identifying indicators of client change, which are relevant to outcomes. The data shall include the following mandatory outcomes (see Performance Measurement Forms, Section 2 of this RFP):
 - 1) Because of the services I received, I feel I know more about community resources (yes or no).

- 2) Because of the services I received, I feel I know more ways to plan for my safety (yes or no).

See Section 5 of this RFP for sample admission and discharge survey forms, which are not mandatory and may be modified, which may assist in collecting data. These are available from the Family Violence Prevention and Services Act (FVPSA) online at:

http://docs.nrcdv.org/pages/FVPSA_Outcome/DOWshelterform1.pdf

http://docs.nrcdv.org/pages/FVPSA_Outcome/DOWshelterform2.pdf

- d. The Provider shall include a process for implementing improvements and taking corrective action based upon the evaluation's findings.
- e. The Provider shall provide a copy of its evaluation documentation to the DHS upon request.

The Applicant shall describe its system of self-appraisal and program evaluation.

9. Insurance requirements (see 1.4, General Conditions, Section 1 and #2. Special Conditions, Section 5 of this RFP)

- a. The Provider shall maintain throughout the contract term the following insurance coverage:
 - 1) General Liability Insurance of no less than \$1 million per occurrence and \$2 million annual aggregate for bodily injury and property damage.
 - 2) Automobile Liability Insurance of no less than \$1 million per accident for any auto, non-owned autos, and hired autos.
 - 3) Professional Liability Insurance (Errors and Omissions) of no less than \$1 million per claim and \$2 million annual aggregate.
- b. The State of Hawaii shall be named as an additional insured on the Certificate of Insurance.
- c. The Provider shall include any subcontractor as additional insured under its policies or provide to the State separate Certificates of Insurance and endorsements for each subcontractor. Any subcontractor shall comply with the same insurance requirements as the Provider.
- d. The State reserves the right to amend insurance requirements in order to maintain all contracts in compliance with the most current State requirements.

10. Hawaii Compliance Express

The Provider shall be compliant with all statutes and administrative rules. Per HRS §103D-310(c), HRS Chapter 103F, and HAR §3-120-112, the Certificate of Vendor Compliance provided by the Hawaii Compliance Express is acceptable verification of the Provider's good standing as a

vendor doing business in the State of Hawaii. The Provider shall be an HCE member with compliant status.

11. All contracts shall be monitored by the DHS in accordance with requirements set forth by HRS Chapter 103F. Ongoing contract monitoring shall include review of program and fiscal reports and periodic assessment of service delivery and program effectiveness. In addition, annual contract monitoring may include site visits with a comprehensive evaluation of several areas, including review of the Provider's compliance with contractual requirements, agency personnel files, client files, and accounting practices.

The Applicant shall provide all program monitoring and/or evaluation reports completed within the last two years on the domestic violence shelter and support services provided by the Applicant aside from the 2014 DHS Monitoring Report, if applicable.

C. Physical Facilities

Facilities must be operational by the contract start date.

1. The Applicant shall provide a description of its facility and the facility's conduciveness to providing shelter and support services, including:
 - a. How security will be achieved.
 - b. How the facility meets ADA requirements.
 - c. A floor plan of the structure that identifies each area such as the living room, kitchen, dining room, bedrooms, bathrooms, staff office, laundry area, and garage. The floor plan shall include the maximum capacity of each bedroom and the total facility capacity.
2. The facility shall comply with applicable local, State, and federal building, fire, safety, and health codes relating to construction, sanitation and building maintenance, including:
 - a. The kitchen shall have working equipment in sanitary condition for the safe storage, preparation, and serving of meals. Cleaning facilities shall also be in working order and all eating and drinking utensils shall be thoroughly cleaned after each usage.
 - b. The living room or family room shall have adequate space and be comfortably furnished to accommodate the number of survivors and children receiving services.
 - c. The bedrooms shall be safe and have adequate space and furnishings to accommodate the number of survivors and children receiving services.
 - d. The bathrooms shall have a sanitary flush toilet, a washbasin with running hot and cold water, and a bath or shower with running hot and

cold water. In areas where an adequate water supply is not available, toileting and bathing methods shall be in accordance with the DOH standards.

- e. All rooms shall be reasonably clean and have adequate light and ventilation.
 - f. Screening shall be provided for windows and doors unless air conditioning is provided.
 - g. The facility shall have access to laundering machines for washing and drying clothes either inside or outside the facility.
 - h. The facility shall have an approved source of potable water.
 - i. The facility shall have adequate facilities for the proper disposal of sewage with all plumbing connected to a public sewage system or other approved method.
 - j. The facility shall have proper accommodations for the disposal of garbage and refuse.
 - k. The facility shall have adequate smoke detectors, fire extinguishers, and fire escape exits installed in or near the bedrooms that are in good working order and in accordance with the manufacturer's specifications. The facility shall also have fire evacuation plans conspicuously posted near the living room and bedroom areas. At minimum, fire drills shall be conducted annually.
 - l. The premises shall be kept in a sanitary and safe condition.
 - m. Procedures shall be implemented that provide protection from drugs, poisons, harmful household supplies, dangerous tools, and fire hazards.
3. Furnishings:
 - a. Each client shall have an individual bed of adequate size with suitable mattress, box spring, pillow, and bedding; this includes cribs and playpens for infants and toddlers.
 - b. Each client shall have individual drawer space and adequate closet space.
 4. The facility must maintain emergency supplies so as to be prepared to accommodate survivors, children, and staff in emergency situations such as a tsunami or hurricane. The Provider may access websites such as the Federal Emergency Management Agency (FEMA) at www.fema.gov/ for information regarding preparing a disaster readiness kit.
 5. The grounds of the facility shall be well maintained.
 6. The facility shall maintain a security system to provide for the physical safety of the survivors and children, staff, volunteers, and contracted personnel.

7. The use of shelter beds, including overnight stays, shall be limited to survivors who meet the domestic violence shelter criteria and their children. Guests, off-duty staff, and others may not stay overnight or reside at the shelter.

Transitional housing facilities shall be operational by the contract start date and in compliance with applicable local, State, and federal building, fire, safety, and health codes relating to construction, sanitation, and building maintenance.

2.5 Compensation and Method of Payment

The Provider shall comply with Cost Principals, HRS Chapter 103F, Purchases of Health and Human Services (see the SPO website) in the development of its budget and the expending of the contract funding.

Unless otherwise proposed and agreed between the Provider and the DHS, the pricing structure for these services is as checked below. The pricing structure may be revised by mutual agreement throughout the contract term.

- | | |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> | <u>Cost reimbursement</u> where the State pays the Provider for budgeted costs actually incurred in delivering the services specified in the contract up to a stated maximum contract amount. |
| <input type="checkbox"/> | <u>Fixed rate</u> where the State pays the Provider a set rate for a defined unit of service up to a stated maximum contract amount. The State and the Provider agree on the number of units of service to be delivered for the stated contract amount. |
| <input type="checkbox"/> | <u>Base Cost/Fixed Rate Combination</u> where the State pays the Provider a base amount for operating costs and a fixed rate for units delivered up to a stated contract amount. |
| <input type="checkbox"/> | <u>Negotiated rate</u> where the State determines the number of units it needs and then negotiates with the Provider the total cost to provide all those units. The negotiated cost to deliver a set number of units allows a unit rate to be calculated. |

1. Units of service

The units specified in Performance Measurement Forms A, B, and C are relevant to service delivery and capacity.

2. Method of compensation and payment

A monthly invoice shall be submitted in a format specified by the DHS. The invoice shall be submitted by the 15th of the month following the reporting period. See Section 5 of this RFP for a sample of the invoice.

Payments shall be made in monthly installments after receipt and preliminary approval of an invoice, reports, and any other documents required by the DHS. All client costs shall be supported by documentation indicating who services were provided to, when services were provided, and what services were provided.

3. The Provider shall not require any additional fees, including Supplemental Nutrition Assistance Program (SNAP) benefits, from survivors for services provided through this contract without the prior approval of the State.
4. The Provider shall not use funds received through this contract for:
 - a. Direct payments to any survivor or dependent of a survivor of domestic violence.
 - b. Services and costs for which it received compensation from other State and federal or other sources.

FORM A: PEOPLE TO BE SERVED	ANNUAL GOAL FOR THE CONTRACT YEAR			
	Shelter	Non-Shelter	Transitional Housing	Total
A. Number of people served (shelter includes emergency alternative accommodations)				
1. # of people served (Unduplicated)				
a. Women				
b. Men				
c. Children				
d. Not specified				
2. Special populations (Duplicated)				
a. Youth Intimate Partner Violence victim				
b. LGBTQ				
c. Individuals with physical disabilities				
d. Other special needs:				
1) Physical abuse				
2) Sexual abuse				
3) Emotional abuse				
4) Substance abuse				
5) Mental health				
6) Known to CWS				
7) Known to Adult Protective Services				
e. Total # with Limited English Proficiency				
1) Chinese				
2) Micronesian (Chuukese/Marshallese)				
3) Polynesian (Hawaiian/Samoan/Tongan)				
3) Ilocano/Tagalog/Visayan				
4) Japanese				
5) Korean				
6) Spanish				
7) Southeast Asian (Laotian, Thai, Vietnamese)				
8) Other				
3. Age group total (Unduplicated)				
a. 0-17 years				
b. 18-24 years				
c. 25-59 years				
d. 60+ years				
e. Unknown				
4. Ethnicity (Duplicated)				
a. American Indian/Alaskan Native				
b. Black or African-American				
c. Caucasian or White				
d. Chinese				

FORM A: PEOPLE TO BE SERVED (continued)	ANNUAL GOAL FOR THE CONTRACT YEAR			
	Shelter	Non-Shelter	Transitional Housing	Total
e. Filipino				
f. Hawaiian or Part-Hawaiian				
g. Hispanic or Latino				
h. Japanese				
i. Korean				
j. Melanesian (Fijian, New Guinean, Solomon Islander, etc.)				
k. Micronesian (Chamorro, Chuukese, Palauan, Kosraean, Pohnpeian, Marshallese, etc.)				
l. Multiple ethnicities (Not Part-Hawaiian & Not Part-Hispanic)				
m. Other Pacific Islander				
n. Samoan				
o. Tongan				
p. Southeast Asian				
q. Other ethnicity not listed above				
r. Unknown				
B. Number of unmet requests for services (shelter includes emergency alternative accommodations)				
1. # of unmet adult or family requests for services (Duplicated)				
a. Criteria for admission not met				
b. Program at capacity or unavailable				
c. Danger to self or others				
d. On the waitlist				
e. Other				
2. # of individuals with health issues that could not be addressed (describe in narrative section)				
a. # of adults				
b. # of children				

FORM B: SERVICE ACTIVITIES	ANNUAL GOAL FOR THE CONTRACT YEAR			
	Shelter	Non-Shelter	Transitional Housing	Total
A. Service Activities (shelters include emergency alternative accommodations)				
1. # of bed days (Unduplicated) (e.g. a family of 4 X 5 nights = 20 bed days)				
a. Average length of stay for adult				
b. Average length of stay for children				
c. # of adults/families who stayed 120+ days				
d. # of adults/families in emergency alternative accommodations				
2. # of hotline/crisis calls received				
a. Resulting in admission to shelter				
b. Resulting in information and referral only				
3. # of requests for information and referral only				
4. # of individual support services & advocacy contacts (regardless of length of contact)				
a. # of individual service contacts with adults				
b. # of individual service contacts with children				
5. # of group support services & advocacy contacts (regardless of length of contact; e.g. 5 groups of 10 participants each = 50 contacts)				
a. # of group service contacts with adults				
b. # of group service contacts with children				
6. # of activity services provided to children (regardless of length of contact; e.g. child care, recreational activities, field trips, and mentoring)				
a. # of individual service contacts with children				
b. # of group service contacts with children				
7. # of community education and public awareness presentations and trainings				
a. # of adult/general population presentations and trainings				
1) Estimated # of participants				
b. # of youth targeted presentations & trainings				
1) Estimated # of participants				
c. Public awareness activities (e.g. health fairs, press conferences, and marches)				
8. # of transportation services provided				
a. # of transportation hours for admission provided by staff/volunteers				

FORM B: SERVICE ACTIVITIES (continued)	ANNUAL GOAL FOR THE CONTRACT YEAR			
	Shelter	Non-Shelter	Transitional Housing	Total
b. # of transportation hours for other purposes provided by staff/volunteers				
c. Program cost of transportation for admission (non-personnel cost)				
d. Program cost of transportation for other purposes (non-personnel cost)				
e. # of referrals for transportation services facilitated but not paid for by program				
9. # of follow-up service contacts provided				
10. # of outreach service contacts provided				
11. # of information and service referrals provided				
a. For witnessed abuse				
b. For housing services or advocacy				
c. For financial support				
d. For legal services				
e. For substance abuse				
f. For mental health services				
g. For emergency medical care				
h. For abuse as a child				
i. For child care				
j. For teen services				
k. For education/vocational services				
l. For training and technical assistance				

FORM C: OUTCOMES	ANNUAL GOAL FOR THE CONTRACT YEAR			
	Shelter	Non-Shelter	Transitional Housing	Total
A. Service outcome data (shelters include emergency alternative accommodations).				
1. # of surveys completed				
a. # of shelter surveys completed				
1) # who know more about community resources				
2) # who know more ways to plan for own safety				
b. # of transitional housing surveys completed				
1) # who know more about community resources				
2) # who know more ways to plan for own safety				
c. # of outreach surveys completed				
1) # who know more about community resources				
2) # who know more ways to plan for own safety				
2. Outcome measures				
a. % of single adults who moved from the program to a non-abusive situation				
b. % of families who moved from the program to a non-abusive situation				
c. % of adults who developed a safety plan				
d. % of children (age 4 and older) who developed a safety plan				
e. % of adults who attend/ed groups				
f. % of children (age 4 and older) who attend/ed groups				
g. % of adults who receive/d individual services				
h. % of children (age 4 and older) who receive/d individual services				
i. % of single adults and families who engage/d in follow-up services after leaving the program				
j. % of individual and community outreach service requests met				
k. # of adults and families who had a prior program episode within the last year				

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing the Proposal Application:

- *The Proposal Application (SPOH-200A) may be found on the SPO website (see 1.2 Website References and 1.9 A. Forms/Formats, Section 1 of this RFP). However, the website form will not include items specific to this RFP. If using the website form, the Applicant shall include all of the items listed in this Section 3.*
- *The Applicant is **strongly encouraged to review the evaluation criteria** in Section 4 of this RFP when completing the Application.*
- *A written response shall be required for each item in the Application unless otherwise indicated. Failure to answer any of the items shall affect the Applicant's score.*
- *The Applicant shall include a Table of Contents in the Application (see Table of Contents, Section 5 of this RFP).*
- *In the Application the numerical outline, titles/subtitles, and the Applicant's name and the RFP number in the top right hand corner of each page shall be retained. However, the red instructions may be deleted.*
- *12 point font size shall be used.*
- *1 inch margins shall be used.*
- *Page numbering of the Application shall be consecutive beginning with Page 1 (one) and continuing through for each section (see Table of Contents, Section 5 of this RFP).*
- *The Application may be submitted in a three ring binder.*
- *Tabbing of sections of information is recommended.*

The Proposal Application is comprised of the following sections. The DHS prefers that the Applicant does not exceed the listed number of pages for the narrative portion of each section (this does not include the required attachments):

- | | |
|---------------------------------------------------|-------------------|
| • <i>Proposal Application Identification Form</i> | <i>(1 page)</i> |
| • <i>Table of Contents</i> | <i>(2 pages)</i> |
| • <i>Program Overview</i> | <i>(1 page)</i> |
| • <i>Experience and Capability</i> | <i>(15 pages)</i> |
| • <i>Project Organization and Staffing</i> | <i>(8 pages)</i> |
| • <i>Service Delivery</i> | <i>(15 pages)</i> |
| • <i>Financial</i> | <i>(5 pages)</i> |
| • <i>Other</i> | <i>(2 pages)</i> |
| ○ <i>Litigation</i> | |

3.1 Program Overview

No points are assigned to Program Overview. The intent of this section is for the Applicant to provide the evaluators with a brief overview of the Applicant agency's mission, the program and services being proposed, and the goals and objectives of the proposed service activities considering the assessed needs and available resources of the specified geographic area.

3.2 Experience and Capability (18 points)

A. Necessary Skills (4 points)

The Applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services. The Applicant may provide service outcome reports and letters of community support. Reports/letters shall be attached to the Application.

B. Experience (4 points)

The Applicant shall have a minimum of two (2) years of verifiable experience within the most recent five years that are pertinent to the service activities detailed in Section 2 of this RFP. The Applicant shall provide the following information regarding each of its pertinent contracts/projects listed:

1. Contract/project identification number
2. Contracting agency
3. Name of contact person, phone number, email address, and mailing address of the contracting agency
4. Title and a brief description of the service

The Applicant shall also provide information demonstrating its experience in working with:

1. Female and male survivors, with or without children, involved in domestic violence.
2. Different individuals, cultures, and communities, including those who identify as LGBTQ, have Limited English Proficiency (LEP), and/or have physical limitations.

The DHS reserves the right to verify the Applicant's experience.

C. Coordination of Services (3 points)

The Applicant shall provide information that demonstrates its capability of coordinating with the DHS and other agencies/community resources to meet the needs of the target population.

The Applicant shall also demonstrate its active collaborative capability of working with other domestic violence agencies, including, but not limited to, domestic violence groups and organizations, criminal justice agencies, the Judiciary, and other relevant State agencies and private sector organizations. Verification letters, meeting minutes, with attendees, or other documentation of participation shall be attached to the Application.

D. Quality Assurance and Evaluation (3 points)

The Applicant shall describe a detailed plan for quality assurance, evaluation, and improvement, including **methodology, instruments, and timelines** for the proposed services.

The Applicant shall describe its internal review process to ensure conformance with specified contract requirements, the Administrative Assurances, adequate accounting practices, accurate record keeping and maintenance of agency files, accurate tracking of performance/outcome measures, and program effectiveness. The Applicant shall outline a process for implementing positive changes from the quality assurance data collected to ensure on-going quality service delivery.

E. Facilities (4 points)

The Applicant shall provide the street address/es of its facilities, a description of its facilities, and demonstrate its/their adequacy in relation to the proposed services. The Applicant shall also detail how the facilities meet ADA requirements and describe any special equipment that may be required to deliver the proposed services.

If the facilities are not presently available, the Applicant shall provide detailed plans regarding how the facilities will be secured/prepared to allow for service delivery by the contract start date.

3.3 Project Organization and Staffing (16 points)**A. Staffing (7 points)**

1. Proposed staffing

The Applicant shall describe in detail a reasonable staffing pattern, client/staff ratio, and caseload capacity appropriate for the delivery of the proposed services. The Applicant shall justify the proposed staffing pattern taking into account the numbers of people to be served and the levels of service activities to be provided. The Applicant shall list the positions for all management and fiscal staff proposed as full-time or part-time employees under the contract. See Performance Measurement Forms A and B, Section 2 of this RFP, as applicable.

Note: If the Applicant proposes the use of subcontracting, the Applicant shall also include the above information for the proposed subcontracted staff.

2. Staff qualifications

The Applicant shall provide position titles and descriptions that include the minimum qualifications (education and experience) for each staff position budgeted to the contract directly, including back-up staff for direct service staff. Position titles shall match the titles listed on the organization charts detailed below. The Applicant shall also provide clear documentation that all staff has the necessary certifications and licenses, as applicable, to deliver the proposed services. The minimum qualifications must meet the minimum personnel requirements detailed in Section 2 of this RFP and be sufficient to ensure quality program/service delivery.

The Applicant shall have program accommodations to provide services to a multicultural and multilingual population, including immigrants. Staff shall have experience in providing services to this population.

Staff shall also be familiar with the range of legal and community services available for the target population.

Note: If the Applicant proposes the use of subcontracting, the Applicant shall also include the above information for the proposed subcontracted staff.

B. Project Organization (6 points)

1. Supervision and training

The Applicant shall describe its ability and a plan to supervise, train, and provide administrative direction to staff relative to the delivery of the proposed services.

2. Organization charts

The Applicant shall describe in detail its approach **and rationale** for the structure, functions, and staffing to effectively accomplish the proposed service activities and tasks. The Applicant shall also provide:

- a. An Organization-Wide Chart showing where the proposed program fits within the Applicant's agency.
- b. A Program Specific Chart that details for each staff position budgeted to the contract:
 - 1) The position title
 - 2) The minimum qualification level (e.g. high school diploma, Bachelor's degree, Master's degree)
 - 3) The full-time equivalency (FTE) to the Applicant's agency and to the program
 - 4) The lines of authority/supervision

The Organization-Wide and Program Specific Charts shall both be attached to the Application. The position titles in the charts shall match the titles in the position descriptions noted above.

Note: If the Applicant proposes the use of subcontracting, the Applicant shall also include the above information for the proposed subcontracted staff.

C. Performance Measurement Forms A, B, and C (3 points)

The Applicant shall propose reasonable numbers and percentages for all items listed. The Applicant may propose goal and outcome measurements in addition to those specified. Clear justifications shall be provided for the proposed numbers and percentages. The DHS shall have the final determination regarding the numbers and percentages for each contract.

3.4 Service Delivery (55 points)

The Applicant shall describe in detail a clear and practical approach to the service activities and delivery and the management requirements described in Section 2 of this RFP, including a fully completed Work Plan detailing all service activities and tasks, work assignments and responsibilities, and timelines/schedules. A sample Work Plan format shall be included as an Attachment in the RFP posting on the SPO website.

Note: It shall not be acceptable for the Applicant to simply repeat language in the RFP when addressing the specific service activities and tasks.

The Applicant shall address the following items listed in the Work Plan:

A. Hotline, Screening, and Preliminary Assessment (5 points)

The Applicant shall provide detailed information about its processes for hotline calls, screenings, and preliminary assessments, including:

1. How hotline calls will be received and processed 24 hours a day, seven days a week.
2. How screenings and preliminary assessments will be conducted and documented with male and female survivors and children of all ages as well as individuals who identify as LGBTQ, have Limited English Proficiency, and/or have physical limitations.
3. How transportation will be provided or facilitated for admission to the shelter, as needed, in a manner which supports the safety of survivors, children, and staff.
4. How the program will use a trauma informed approach to provide services in an environment that is welcoming, inclusive, destigmatizing, and non-retraumatizing.

B. Shelter Services (25 points)

The Applicant shall provide a **detailed, comprehensive, and practical plan** for the delivery of shelter services, including the areas specified below:

1. Availability of services 24 hours a day, seven days a week.
2. Services to all survivors and children who meet preliminary assessment criteria for admission (no turn away policy).
3. Intake and orientation.
4. Daily program activities offered.
5. Confidentiality, safety, security measures, including house rules, and disaster preparedness.
6. Emergency alternative accommodations, if utilized.

See Section 2 of this RFP and the attached Work Plan format for details.

C. Transitional Housing Services (10 points)

If the Applicant also proposes to provide transitional housing services, the Applicant shall provide a **detailed, comprehensive, and practical plan** for the delivery of services, including the areas specified below:

1. Eligibility criteria.
2. Housing model.
3. Duration of services.
4. Projected capacity.
5. Structure of rent payments by the survivor, if any.
6. Safety and security measures, including house rules.

D. Support Services for Survivors and Children (10 points)

The Applicant shall provide a **detailed, comprehensive, and practical plan** for the delivery of support services for survivors and children, including the areas specified below:

1. Assessment, safety, and service planning.
2. Individual and group services.
3. Information and referral services, including, but not limited to, housing programs, financial supports, educational/vocational/employment services, medical/mental health services, and substance abuse services.
4. Discharge planning, including safety planning and facilitating the transition to interim or permanent housing.
5. Follow-up and outreach services.
6. Advocacy, as needed.

E. Coordination with the Survivors and Community Providers (4 points)

The Applicant shall provide a detailed description of how the program will work with the survivors, the DHS, and community resources to establish agreed upon services, common service goals, and agreed upon outcomes for the survivors and children. The Applicant shall explain what efforts will be made to fill in the gaps in services as well as to avoid duplication of services.

The Applicant shall attach Memorandums of Understanding (MOUs) developed with other community resources with experience in providing services to survivors and children.

F. Grievance and Dispute Resolution Procedures (1 point)

The Applicant shall provide a policy and procedure to positively address grievances/disputes between the survivor and the Provider, the Provider and other providers, and the Provider and the DHS.

3.5 Financial (13 points)

A. Pricing Structure – Proposed Budget (8 points)

1. The Applicant shall submit a clear, detailed budget utilizing the pricing structure designated by the State purchasing agency in Section 2 of this RFP. The budget shall fully support the delivery of the proposed services.

Note: The Applicant is advised that, for budgeting purposes, there are insurance requirements and auditing requirements under this contract. See General Conditions and Special Conditions, Section 5 of this RFP.

2. The Applicant shall fully complete and submit all required budget information using the forms listed below. All budget forms, instructions, and samples are located on the SPO website. See 1.2 Website Reference, Section 1 of this RFP. All budget forms shall be attached to the Application.

SPO-H-205:	Budget
SPO-H-206A:	Personnel- Salaries and Wages <i>Must include all scheduled pay raises.</i>
SPO-H-206B:	Personnel – Taxes, Assessments, Fringe
SPO-H-206E:	Contractual Services – Administrative
SPO-H-206F:	Contractual Services – Subcontracts
SPO-H-206H:	Program Activities
SPO-H-206I:	Equipment Purchases
SPO-H-206J:	Motor Vehicles

Note: The Applicant shall review HRS Chapter 103F Cost Principles for Purchases of Health and Human Services for allowable expenditures. Travel for training purposes, Interisland

Travel, and Out-of-State Travel are not allowed unless approved by the DHS.

Note: Only contract Awardees shall be required to submit the following additional budget forms at a later date as part of the contracting process, including, but not limited to:

SPO-H-205A:	Organization-Wide Budget by Source of Funds
SPO-H-205B:	Organization-Wide Budget by Programs
SPO-H-206G:	Depreciation (as applicable)

3. All budgeted costs (personnel and non-personnel) shall be appropriate considering the service activities and tasks to be accomplished. The Applicant shall clearly explain how it verified that all budgeted costs are reasonable and comparable to similar costs in the community. The Applicant's budget shall be in compliance with any applicable laws, regulations, and rules.
4. The Applicant shall provide a clear and separate budget for the administrative costs, not to exceed 15% of the annual funding amount, and justify the costs. If the Applicant has a federally-approved indirect rate, the Applicant shall provide the approval letter and the general categories used to determine the federal rate. The Applicant must submit an administrative cost budget despite the Applicant's approval for the federal rate. The Applicant may use the general categories from the federal rate but the Applicant's indirect costs for this contract must not exceed 15%.

The Applicant shall submit the administrative costs budget using the budget forms listed above. All budget forms, instructions, and samples are located on the SPO website. See 1.2 Website Reference, Section 1 of this RFP. The administrative costs budget, federally-approved indirect rate approval letter, and general categories used to determine the federal rate shall be attached to the Application.

B. Other Financial Related Materials: Financial Audit (3 points)

In order to determine the adequacy of the Applicant's accounting system as described under HAR, the Applicant shall submit its most recently completed Financial Audit, including any management letters that accompanied that audit. The Financial Audit and letters shall be attached to the Application.

3.7 Other

A. Litigation

The Applicant shall disclose and explain any pending litigation to which they are a party, including the disclosure of any outstanding judgment.

B. Administrative Assurances

The Applicant shall sign a copy of the Administrative Assurances in Attachment H, Section 5 of this RFP. The signed Assurances shall be attached to the Application.